



# Home Accessibility Adaptations

## For the Supported Living Services (SLS) and Children's Extensive Support (CES) Waivers

February 2020



**COLORADO**  
Department of Local Affairs



# Home Accessibility Adaptations

- In the SLS and CES waivers, Home Accessibility Adaptations are:
  - Physical adaptations to the client's primary residence
    - Necessary to ensure the health and safety of the client, or
    - Enable the client to function with greater independence in the home, and
    - Are the most cost effective means the meet the need.



# Existing Partnership with DOH

Home Modification Benefit oversight began October 2014, with stakeholder engagement and rule writing through 2015.

Created standardized forms, trainings, construction standards, and processes, such as inspections and holding providers accountable for timeliness and work quality.

Ongoing oversight and training has increased consistency, quality of work, provider timeliness, repairs, and warranty use.



# DOH Partnership: Jan 1, 2020

- What does it do?
  - Moves oversight of Home Accessibility Adaptations to the Division of Housing, Department of Local Affairs (DOH)
- Why?
  - Increased expertise
  - Improved consistency
  - Inspections for quality
  - Alignment across waivers

## Improving the Benefit

- Rule updates
- Construction standards

## What does this mean for me?

- Goal is a usable, predictable, consistent benefit
- Process changes with minimal disruption



# CES/SLS Rule Change Highlights

## Approval Amounts

- DOH approves all requests \$2,500 and up.
- CMs approve requests under \$2,500.

## Bids Required

- 2 competitive bids are required.
- CMs may move forward with 1 bid if 30 days have passed since requesting 2 bids.

## Rental Properties

- Modifications are allowed with landlord consent.
- Subsidized property owners may be responsible for paying for modifications.

## Provider Quals and Billing

- Providers are directly enrolled or subcontracted through CCBs.
- Enrolled providers bill HCPF directly.

## Inspections and Grievances

- DOH performs inspections on request from CMs and randomly for quality assurance.
- DOH assists with grievance resolution.

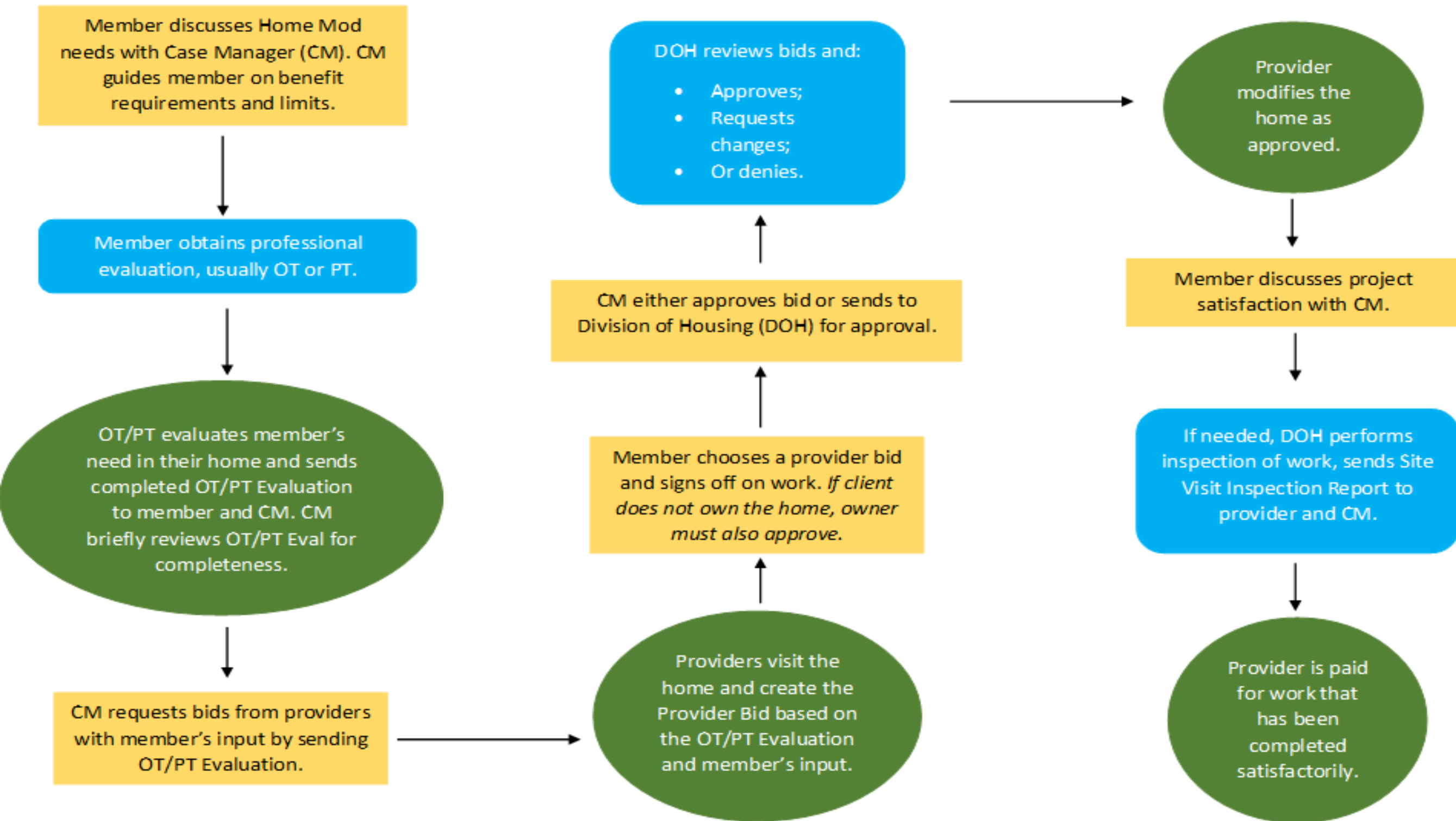


# CES/SLS Guidance Materials

- Process Guidance Memo, May 2019:
  - <https://www.colorado.gov/pacific/sites/default/files/HCPF%20OM%2019-019%20Guidance%20on%20Home%20Accessibility%20Adaptations%20Requests%20for%20CES%20and%20SLS%20Waivers%20%20.pdf>
- Billing and PAR Creation Memo, Jan 2020:
  - <https://www.colorado.gov/pacific/sites/default/files/HCPF%20IM%2020-005%20Home%20Assessability%20Adaptations%20Process%20and%20Billing%20Updates%20for%20CES%20and%20SLS%20Waivers.pdf>
- Rules, effective Jan 2020:
  - [https://www.sos.state.co.us/CCR/DisplayRule.do?action=ruleinfo&ruleId=2922&deptID=7&agencyID=69&deptName=Department%20of%20Health%20Care%20Policy%20and%20Financing&agencyName=Medical%20Services%20Board%20\(Volume%208;%20Medical%20Assistance,%20Children%27s%20Health%20Plan\)&seriesNum=10%20CCR%202505-10%208.500](https://www.sos.state.co.us/CCR/DisplayRule.do?action=ruleinfo&ruleId=2922&deptID=7&agencyID=69&deptName=Department%20of%20Health%20Care%20Policy%20and%20Financing&agencyName=Medical%20Services%20Board%20(Volume%208;%20Medical%20Assistance,%20Children%27s%20Health%20Plan)&seriesNum=10%20CCR%202505-10%208.500)
- Provider Bulletin, Jan 2020:
  - <https://www.colorado.gov/pacific/hcpf/bulletins>
- Billing Manuals:
  - <https://www.colorado.gov/pacific/hcpf/billing-manuals>



# CES/SLS Process Flow



# Contacts for Guidance

Health Care Policy &  
Financing (HCPF): for  
policy questions

Diane Byrne

[Diane.Byrne@state.co.us](mailto:Diane.Byrne@state.co.us)

303-866-4030

*When in doubt, email both  
HCPF and DOH*

Division Of Housing (DOH):  
for process questions,  
project approval, and  
inspections

Naomi Hubert

[Naomi.Hubert@state.co.us](mailto:Naomi.Hubert@state.co.us)

303-864-7825







## Legislative Updates

### HB18-1267 Tax Credit for Home Mods

This bill allows taxpayers to claim a state income tax credit for up to \$5000 of qualified costs incurred while retrofitting their residence for the purpose of improving accessibility, increasing visitability, or allowing qualified individuals to age in place. The credit is available for tax years 2019 through 2023

This is not a Medicaid funded program or a grant or a loan program

Qualified individual - state income tax payer with a disability, illness or impairment or a spouse/dependent with a disability, illness or impairment whose primary residence will be retrofitted and has an annual family income at or below \$150,000



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# Home Modification Evaluations

Completed by OT/PT's or Department/HCPF approved qualified individual  
The State can be asked to review prior to sending out for bids (not required)

## Contractor Bids

Bids should follow the recommendations of the OT/PT/Professional evaluations  
Construction and/or code related issues can be addressed by the contractor  
Accessibility issues must be addressed by the OT/PT/Professional  
All bids need to be submitted to the State for review (\$2500 or more).  
(contractors should not be asked to revise their bids prior to submitting to the State)



Home Mods \$2499 or less can be approved by the Case Manager  
(per separate project)

An OT/PT evaluation is not required. The request still must be an eligible/approvable home mod.

Installation of DME - YES

Purchase of DME - NO

General home repair - NO

Vehicle Modifications - NO

Furniture, Computers, TVs, AT - NO

Home mods for a client who resides in subsidized housing - NO

Change Order of an ongoing home mod project - NO\*

Repairs to a “bad” home mod - NO\*

\*requires Sate review/approval

Case managers must also verify the client’s home mod fund availability.  
Please contact the State with questions about eligible/approvable home mods.







## The Home Mod Bidding Process

Case managers should be involved in this process to ensure that competitive bids are received

Although only 2 home mod providers need to be contacted, please try and contact as many as possible

It is recommended that case management agencies and contractors keep in contact to be sure home mod provider lists are current



Contractors have 30 days to submit a bid. If after 30 days, only one bid has been received, we can move forward with the one bid that was received, unless the client wishes to keep trying for other bids.

Clients need to review all the bids and decide which contractor they want to use even if it is not the lowest bid. In this situation, the Case Manager should attach a brief statement to the home mod packet explaining the client's choice. The State still must approve the higher bid amount.

If the client does not have a preference then the lowest bid will be reviewed for approval.

All bids are reviewed even if the client has a contractor preference.



**State Approval is required for home mods \$2500 or more**

## **Home Mod Packet needs to include:**

**Client ID # and/or current PAR #**

**OT/PT Evaluation - pictures/ drawings, if applicable**

**ALL bids - pictures, drawings if applicable**

**Provide documentation if only one bid was rec'd**

**Provide documentation of client's contractor preference**

**Landlord/Homeowner Release - if applicable OR even if client or client's family member is the homeowner**

**HOA/Mobile Home Park Release -if applicable, for all exterior modifications (Condo HOA permission for interior work)**



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# STATE APPROVAL PROCESS for Home Mods \$2500 or more DOH Portal

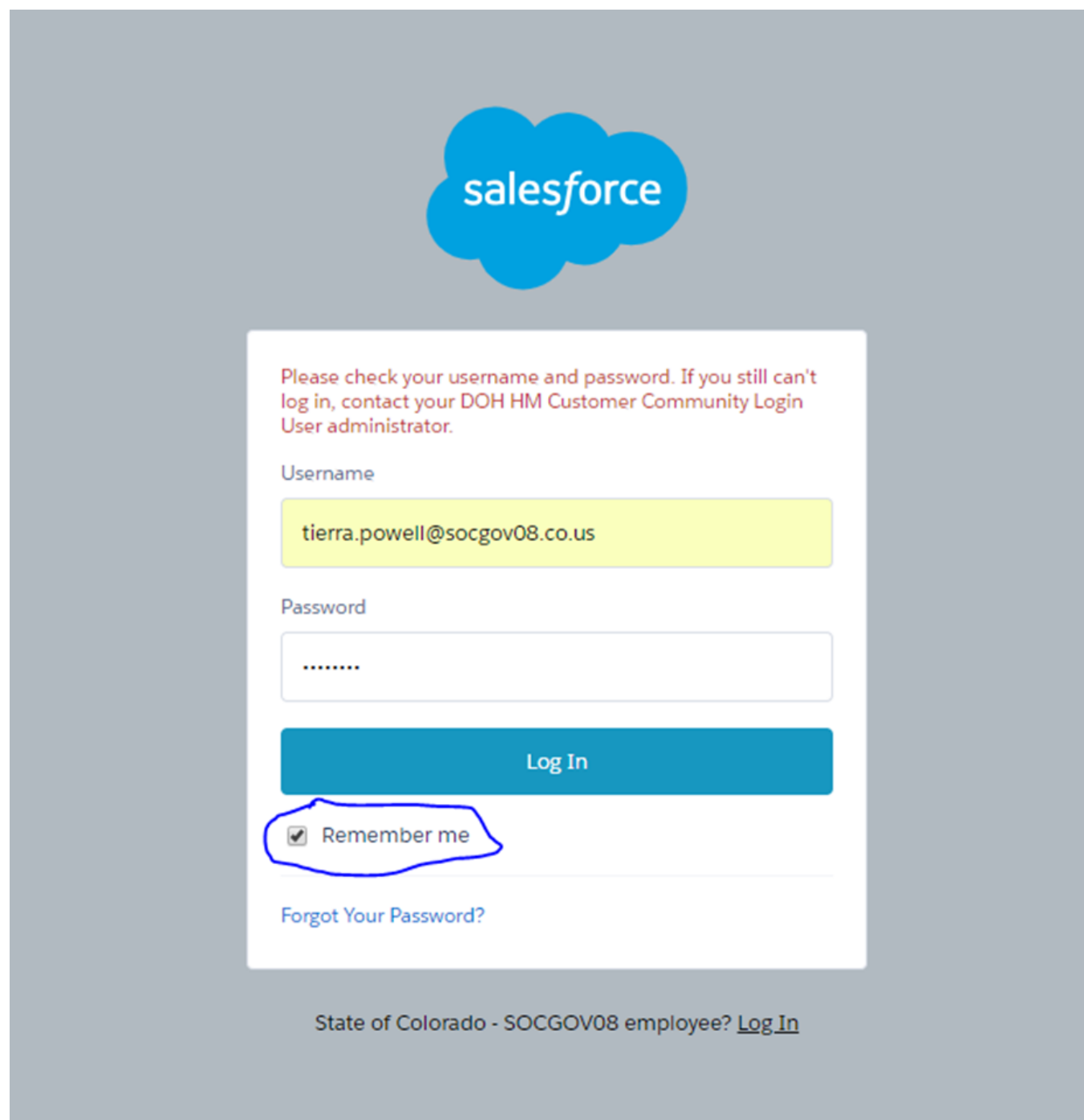
Contractors and Case Managers will receive PAR approval notices  
from [dola-homemod@state.co.us](mailto:dola-homemod@state.co.us)

The subject line will read:  
Approved PAR (P00000) and Client's Initials

The body of the email will contain a link to the DOH Portal

Unapproved home mods may not be compensated or may be  
recouped from contractor and/or case management agency





The image shows a Salesforce login page. At the top, there is a blue cloud logo with the word "salesforce" in white. Below the logo, there is a white login box. Inside the box, there is a message in red text: "Please check your username and password. If you still can't log in, contact your DOH HM Customer Community Login User administrator." Below this message, there are two input fields: "Username" and "Password". The "Username" field contains the text "tierra.powell@socgov08.co.us". The "Password" field is empty and has a series of dots indicating a password. Below the password field is a blue "Log In" button. Below the "Log In" button is a checkbox labeled "Remember me", which is checked. Below the checkbox is a link that says "Forgot Your Password?". At the bottom of the page, there is a footer that says "State of Colorado - SOCGOV08 employee? [Log In](#)".

salesforce

Please check your username and password. If you still can't log in, contact your DOH HM Customer Community Login User administrator.

Username

tierra.powell@socgov08.co.us

Password

.....

Log In

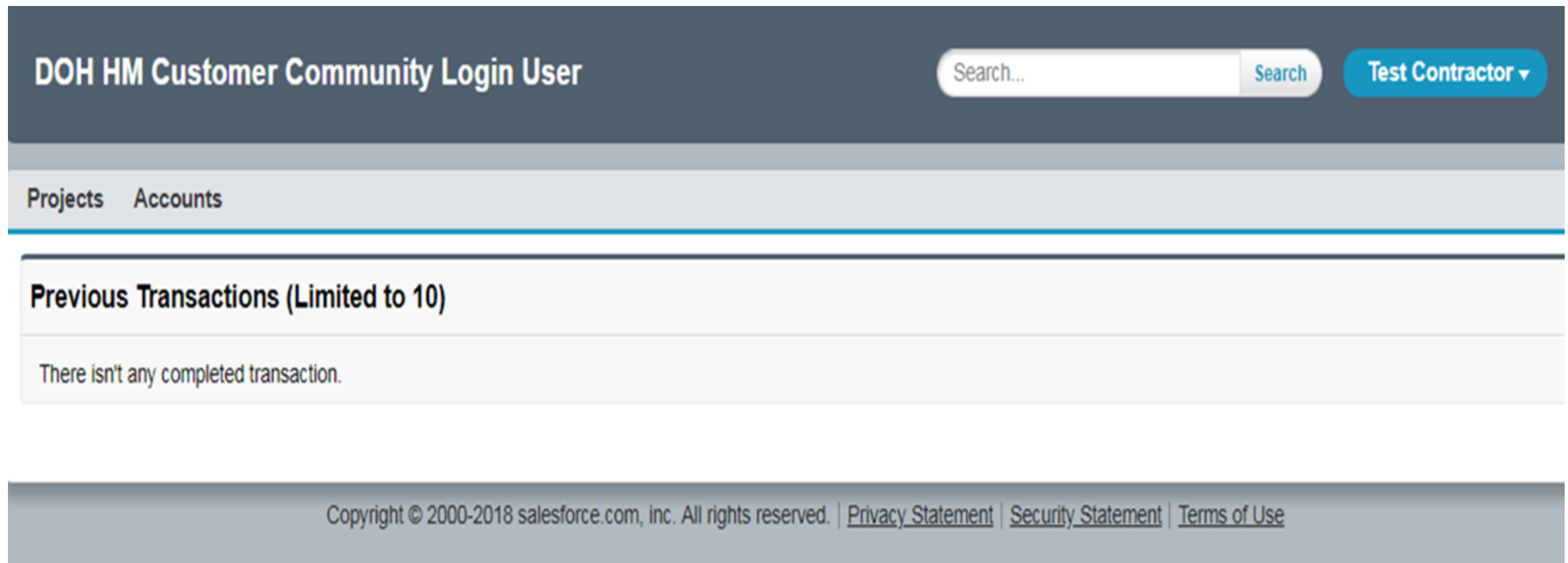
☒ Remember me

[Forgot Your Password?](#)

State of Colorado - SOCGOV08 employee? [Log In](#)

- I recommend bookmarking this page and saving your password on your personal device.
- Unless you want to memorize URL:  
<https://socgov08.force.com/DOHHM/login>





- ▶ **1. Locate the Projects Tab**
- ▶ **2. Select All Projects, then Go**
- ▶ **Will list all Projects Assigned to you**



## Project Test Client Project

[Printable View](#)[Show Feed](#)[« Back to List](#)[Change Orders \(2\)](#) | [Files \(3\)](#) | [Activity History \(0\)](#)

### Project Detail

[Edit](#)

Project ID	P01869
Project Name	Test Client Project
Program	Home Modification
Total Project Amount	\$14,000.00

Record Type	Home Modification
Owner	<a href="#">Tierra Powell</a>
Type	Initial
Status	In Progress
Modification Type	Ramp-Front Entrance; Ramp-Rear Entrance; Railing-Front Entrance; Railing-Rear Entrance; Bathroom-Walk in shower
Other	
DME Installation	2 shower gbs; toilet gb

### ▼ Asset Information

Asset Client	Test Client 1
Asset Street	1313 Sherman St.
Asset City	Denver
Asset State	
Asset Zip	80204

Primary Asset Contact	Test Client 1
Primary Asset Contact Phone	(303) 864-8425

Alternate Asset Contact	
Alternate Asset Contact Phone	

### ▼ Project Information

Case Manager	<a href="#">Test Case Manager</a>
OT/PT	

Contact	
PAR Progress Notes	One bid rec'd

### ▼ Contractor/Provider Information

Contractor/Provider	<a href="#">Test Provider</a>
Construction Progress Notes	
Contractor Email	

Start date	
Expected Completion Date	7/30/2018
Extension Date	
Completion date	10/18/2018
Project Complete	<input checked="" type="checkbox"/>

### ▼ Timeline

Date of OT/PT evaluation	2/21/2018
OT/PT Addendum Date	3/30/2018
Date PAR Received by DOH	4/1/2018
Date PAR Approved by DOH	5/1/2018

Created By	<a href="#">Tierra Powell</a> , 8/16/2018 8:35 AM
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Initial Bid Date	
------------------	--

Last Modified By	<a href="#">Tierra Powell</a> , 10/18/2018 8:48 AM
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[Edit](#)

# Upload documents to the FILES section DOH will also upload documents in the FILES section

▼ Timeline

Date of OT/PT evaluation	2/21/2018	Initial Bid Date
OT/PT Addendum Date	3/30/2018	
Date PAR Received by DOH	4/1/2018	
Date PAR Approved by DOH	5/1/2018	
Created By	Tierra Powell, 8/16/2018 8:35 AM	Last Modified By
		Tierra Powell, 10/18/2018 8:48 AM

[Edit](#)

**Change Orders**

Action	Change Order Name	Date Change Order Received	Date Change Order Approved	Change Order Amount
	<a href="#">Test Client Change Order</a>	8/16/2018	8/16/2018	\$1,200.00
	<a href="#">Test Client CO2</a>	8/16/2018		

**Files** [Upload Files](#)

Action	Title	Last Modified	Created By
<a href="#">Preview</a>   <a href="#">Download</a>   <a href="#">Del</a>	<a href="#">Test file.jpg</a>	8/20/2018 8:55 AM	<a href="#">Tierra Powell</a>
<a href="#">Download</a>   <a href="#">Del</a>	<a href="#">TEST FILE UPLOAD-PA</a>	8/20/2018 8:54 AM	<a href="#">Test Contractor</a>
<a href="#">Preview</a>   <a href="#">Download</a>   <a href="#">Del</a>	<a href="#">TEST FILE UPLOAD-Contr</a>	8/20/2018 8:54 AM	<a href="#">Test Contractor</a>

**Activity History** [Send an HM Email](#)

No records to display

[^ Back To Top](#) Always show me [fewer](#) / [more](#) records per related list





**Contractors are required to start projects within 60 days after receiving an approved PAR and be completed 30 days after starting the job, unless an extension has been granted**

**Requests for extensions must be made within the 90 day timeframe**

**Contractors and Case Managers will receive 90 Day Out of Compliance notices**

**Contractors have a Contractor Payment Policy to follow**







# Contractor Statement of Understanding (highlights)

**The Home Mod Provider (contractor) is responsibility for:**

**Researching/knowing when a local jurisdiction or DORA will require a permit AND obtaining all required permits. The cost of permits can be included in the bid.**

**The conduct and work performed by the contractor's employees and/or sub contractors**

**Resolving issues with work performed/completed outside the approved home mod bid.**





# Client Statement of Understanding

Client should receive this form to sign at the beginning of the home mod process

Brief explanation of the home mod program and its purpose

Client responsibilities

Client behavior



# COMPLAINTS

Please contact DOH staff as soon as possible BUT please be sure that the Contractor has also been made aware of the client's concerns/complaints

All complaints will be inspected\*

Clients can choose to have a different contractor correct issues

Original contractor can have funds recouped



- Home mods that do not comply with the Home Modifications Specifications will be considered a “fail”. This includes not obtaining required permits.
- DOH staff will determine if an inspection is needed



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